

YOUTH SERVICES POLICY

Title: Food Services Next Annual Review Date: 04/30/2017	Type: C. Field Operations Sub Type: 6. Culinary Number: C.6.1
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References: State of Louisiana Sanitary Code-Chapter XXIII; National School Breakfast Program, National School Lunch Program; Part XLIX Louisiana Food and Nutrition Programs, Policies of Operations; State of Louisiana Food Distribution Program, Department of Agriculture and Forestry Procedure Handbook; ACA Standards 2-CO-4C-01 (Standards for Administration of Correctional Agencies); 4-JCF-1B-05, 4-JCF-1C-09, 4-JCF-2A-25, 4-JCF-4A-01, 4-JCF-4A-02, 4-JCF-4A-03, 4-JCF-4A-04, 4-JCF-4A-05, 4-JCF-4A-06, 4-JCF-4A-07, 4-JCF-4A-08, 4-JCF-4A-09, 4-JCF-4A-10, 4-JCF-4A-10-1, 4-JCF-4A-11, 4-JCF-4A-12, 4-JCF-4C-18, 4-JCF-6C-06 (Performance-Based Standards for Juvenile Correctional Facilities); YS Policy Nos. A.1.14 "Unusual Occurrence Reports", A.2.1 "Employee Manual", A.2.15 "Dress Code for Secure Care Facilities and Community Based Services", A.2.18 "Criminal Record Check", A.2.23 "Position Descriptions", A.2.61 "Pre-Employment Health Screening/Physical Examinations for Direct Care Positions", A.2.62 "Staff/Youth Relationships", A.3.7 "Procurement of Supplies and Equipment", A.6.3 "Facility Meals", A.7.1 "Safety Plan", B.2.3 "Secure Care Intake", B.6.2 "Communicable and Contagious Diseases and Infection Control Program", B.7.2 "Programs for Post-Secondary Education and Skills Building Incentives – Secure Care", C.2.14 "Tool Control Program", C.2.15 "Control and Use of Flammable, Caustic, and Toxic Substances (FTCs)"	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 04/30/2015

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish policy, procedures, and instructions pertaining to the Food Services program for secure care facilities.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Food Services Director, Facility Directors, Food Service Managers, Food Service Supervisors, Food Production Workers, Dietetic Managers, and the Contracted Health Care Provider (CHP).

IV. DEFINITIONS:

Advanced Government Purchasing System (AGPS) - An automated purchasing system on the mainframe used for transmitting, transacting and data storage of purchasing documents/processes.

Hazard Analysis & Critical Control Points (HACCP) - A management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

National School Lunch Program - A federally assisted meal program operating in public and nonprofit private schools and residential child care institutions, which provide nutritionally balanced, low-cost or free lunches to children each school day, established in 1946.

National School Breakfast Program - A federally assisted meal program operating in public and nonprofit private schools and residential child care institutions, established in 1975.

Occupational Health Clinic (OHC) - Any general hospital, or any other medical facility which operates a corporate medicine program or an employee wellness program which includes any of the following: (1) Routine commercial activities, such as pre-employment examinations, (2) mandated examinations, such as Federal Occupational Safety and Health Administration examinations, (3) routine workers' compensation cases, (4) routine medical evaluations involving establishment of product liability, (5) evaluations consigned to independent medical examiners, (6) employee physical programs, (7) employee wellness programs, or (8) employee drug testing programs.

Staff Development Training Specialist - A full time secure care trainer position at the unit level responsible for the development, documentation and delivery of the agency's approved training.

Unusual Occurrence Report (UOR) – A document that must be completed by staff to report incidents or observations of events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees, working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email.

V. POLICY:

It is the Deputy Secretary's policy to provide meals that are nutritionally balanced, well-prepared and served in a manner that meets established governmental health and safety codes.

Facility Directors shall ensure that the "OJJ HACCP Food Service Manual [see Attachment C.6.1 (a)] is adhered to regarding all health/sanitation issues.

VI. PROCEDURES:

A. Food Service Management

1. Food Service operations shall be supervised by a full-time Food Service Manager who is experienced in food management.
2. Food Service Managers shall have the resources to provide three (3) meals a day based on the standardized menu cycle, and in compliance with the State of Louisiana Sanitary Code-Chapter XXIII, relative to eating and drinking establishments.

B. Meal Service

1. When possible, cafeteria style dining areas which minimize regimentation and provide adequate space for group dining for both staff and youth shall be provided. Youth shall be afforded a minimum of 20 minutes of dining time for each meal.
2. Juvenile Justice Specialists, Case Managers, Group Leaders and Food Service staff shall supervise the serving of all meals in their respective dining areas. A Certified Dietetic Supervisor or other Food Service staff must be present during the preparation and serving of meals at all times.

C. Menus

1. The Food Services Director, in conjunction with Food Service Managers, shall develop a standardized cycle menu plan. Cycle menus shall be developed during annual Food Service Workshops. The plan shall be reviewed annually at a minimum by a qualified nutritionist or dietician to ensure that nationally recommended allowances for basic nutrition are met, and that the determination of and responsiveness to youth eating preferences are taken into account.
2. At a minimum, quarterly evaluations shall be conducted by the facility food service supervisory staff to verify adherence to established basic daily nutritional and quantity and/or caloric requirements.
3. Facility food service staff shall plan menus in advance in accordance with the standard cycle menu and shall substantially follow the planned menus. Menu planning and meal preparation should take into account food flavor, texture, quality, appearance, palatability, temperature and availability. A file of tested recipes appropriate for the size of the facility shall be maintained.

4. Any substitution in the meals actually served shall be noted on the original menu and should be of equal nutritional value. Food should be served as soon as possible after preparation at appropriate temperatures.
5. A copy of the printed menu shall be posted at the head of the serving line(s), and shall note any substitution in the meals actually served.
6. All staff, visitors, guests and youth shall be served the same menu and portions, with the exception of officially approved religious diets and/or therapeutic diets for youth, planned special functions or other special events or occasions reviewed by the appropriate Regional Director prior to approval by the Facility Director, pursuant to YS Policy No. A.6.3.

D. Special Dietary Restrictions

1. Religious diets and/or therapeutic diets should be as simple as possible, and conform as closely as possible to the regular menu.
2. Menus, including special and/or therapeutic diets should be planned, dated, and available for review at least one (1) week in advance.
3. Food items of pork or shellfish origin, and dishes containing a mixture of milk and meat products, shall be noted on the menu with asterisks for those with dietary restrictions.
4. Religious diets shall be approved by the Chaplain or a religious services staff member during the direct admission process using the "Religious / Food Preference Form", pursuant to YS Policy No. B.2.3. Upon completion, the form shall be forwarded to the Food Service Manager who shall maintain the form on file. Youth shall not be required to take foods that are forbidden by their religious beliefs or faith, and every effort shall be made to provide a nutritionally acceptable alternative as a replacement when the objectionable food is the main entree.
5. Therapeutic diets shall be prescribed via written orders by the CHP and forwarded to the Food Service Manager, where they shall be maintained in a "Special Medical Diet File". Therapeutic diets must be rewritten quarterly by the CHP.

Preparation of such meals shall be supervised by a Registered Dietitian or staff designated by the Food Service Manager. A therapeutic diet manual shall be available in the health and food service areas for reference and information. The Food Service Manager/designee shall verify that youth received therapeutic/medical diets.

6. Therapeutic diets shall also be forwarded by the CHP on a quarterly basis to the Canteen, and to the youth's assigned housing unit to ensure the diet is followed outside of the dining hall at all times.

E. Meals

1. The standard menu shall not be varied for disciplinary reasons.
2. Two (2) of the three (3) daily meals shall be hot and provided at regular intervals not to exceed 14 hours between the evening meal and breakfast. Variations are allowed based on weekend and holiday food service demands provided all nutritional requirements are met.
3. A sample tray of each meal (breakfast/lunch/dinner) shall be maintained for 72 hours and kept refrigerated at 41° Fahrenheit or below and shall not be frozen. Meals and/or snacks prepared on-site and/or provided from outside sources shall be held for 72 hours and kept refrigerated at 41° Fahrenheit or below and shall not be frozen. [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".]
4. Food Service Managers are responsible for providing nutritious meals within budget guidelines.
5. Each facility shall complete the attached claim reimbursement forms "SFS-7", "SFS-8A", and "SFS-8C" (see attachments) by the 10th of each month, and submit the forms to Public Safety Services, Office of Management and Finance (PSS/OMF), and to the Food Services Director.

F. Health/Sanitation

1. In addition to Federal and State laws, each facility shall abide by the surrounding area's applicable laws and/or regulations relative to employees handling and preparing food. Therefore, staff involved in any handling of food shall receive a pre-employment health screening / physical examination pursuant to YS Policy No. A.2.61.
2. Annual re-examinations shall also be required for employees handling and preparing food to ensure freedom from skin infections, skin lesions, gastric issues, Hepatitis and other illnesses transmissible by food handling and utensils (refer to YS Policy No.B.6.2).

Annual examinations shall be conducted by an Occupational Health Clinic (OHC) in the local area, and shall occur on or during the month of the employee's anniversary date in conjunction with the annual associated paperwork pursuant to YS Policy Nos. A.2.18, A.2.23, and A.2.62.

The unit's HR Liaison shall present the employee with the completed "OHC Employee Health Referral Form" (see attachment) to present to the OHC for the annual physical examination. The results of the exam will be faxed or mailed back to the Facility Director, who shall provide a copy to the HR Liaison to be maintained on file.

Food Service Workers who do not adhere to completing the requested annual physical examination on or during the month of their anniversary hire date may be disciplined pursuant to YS Policy No. A.2.1 (b).

3. Medical clearance for youth assigned to work in the dining hall shall be conducted by the CHP prior to the youth beginning work pursuant to YS Policy No. B.7.2.
4. It is the responsibility of the Food Service Manager/designee to ensure that a "Daily Dining Hall Inspection" [see Attachment C.6.1 (a) "OJJ HACCP Food Service Manual"] of all food service areas, food preparation areas, the dining hall and all equipment is conducted to ensure cleanliness and sanitation (including rodent control and spoilage control) of the kitchen areas.
5. It is the responsibility of the Food Service Manager/designee to ensure a "Weekly Dining Hall Inspection" [see Attachment C.6.1 (a) "OJJ HACCP Food Service Manual"] of all food service equipment and areas, including the dining hall, is performed by designated staff who shall submit a written report to the Facility Director documenting deficiencies prior to the end of their tour of duty.
6. Daily inspections of the facility Food Service Workers and youth workers (if applicable) shall be performed prior to the beginning of their tour of duty pursuant to the "Daily Dining Hall Inspection". Appropriate dress, cleanliness, medical problems and grooming shall be noted. Refer to Section VI. J. of this policy for the requirements of State issued uniforms for Food Service Workers.
7. Food Service Workers are also expected to comply with the following:
 - a. Fingernails – Staff shall maintain clean, neatly trimmed fingernails at all times so as not to interfere with the performance of their assigned duties or distract from the professional image of the organization. Fingernail length shall not exceed the length of the fingertip. Nail polish color shall not be extreme and multicolored. Fingernail polish with designs or ornamentation is prohibited.
 - b. Jewelry - Staff may not wear jewelry on arms or hands when preparing food, with the exception of an appropriate medical identification necklace and a wedding band.

- c. Mustaches - Permitted provided that they are neat, trimmed and tapered at all times. No portion of the mustache shall cover the upper lip line or extend vertically beyond the corners of the mouth. Any other type mustache or beard is prohibited.
 - d. Hands, underneath the fingernails, and forearms shall be washed before going to work, before resuming work following breaks, coughing, sneezing, handling raw food or after going to the restroom. Hands shall be washed in designated sinks for a minimum of 20 seconds with liquid or powder soap and a sanitary nailbrush. Single use towels shall be used to dry hands and turn off faucets in order to prevent recontamination of clean hands.
 - e. Gloves shall be worn at all times when handling food.
- 8. A written "Housekeeping Plan" for the kitchen, dining area, and surrounding (in and outside of) food prep area to ensure daily, weekly, and monthly cleaning of equipment and physical building shall be available at all times.
- 9. Contracts for waste disposal services in the Food Service area shall be maintained to ensure continuous services and shall be monitored quarterly for compliance by the Food Service Manager.
- 10. Periodic inspections of facilities and equipment shall be provided by the Louisiana Department of Health and Hospitals, State Fire Marshal, USDA Federal Inspectors, Department of Education, and other interested parties to ensure that established health, fire and safety codes are met and adhered to. The two (2) most recent health inspection reports and corrective action plans shall be posted in an area accessible to the public at all times.

G. Food Service Facilities and Equipment

- 1. Food Preparation Areas – Food preparation areas include a space for food preparation based on population size, type of food preparation and the method of meal service.
- 2. Storage Facilities – Sanitary storage facilities for foods requiring temperature controls and/or refrigeration shall be provided. Storage periods for refrigerated foods shall be determined by the Food Service Manager. All foods stored in coolers, freezers, pantries and warehouses shall be dated with the date foods were received, and shall be rotated with the oldest inventory being used first [first in-first out (FIFO) method]. All stored foods shall be kept a minimum of six inches (6") off the floor and eighteen inches (18") from the ceiling. [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".]

3. Temperatures

- a. Shelf goods, including commodities, shall be maintained at 45° to 70° Fahrenheit;
- b. Refrigerated foods shall be stored at 35° to 40° Fahrenheit;
- c. Frozen foods shall be stored at 0° Fahrenheit or below;
- d. Water temperatures shall be determined by the local health officer.

4. Temperature Logs

- a. Temperatures in all refrigeration/freezer units and dry storage areas shall be monitored three (3) times daily (at the beginning of the day, mid-day, and at the end of the day). Temperature logs shall be maintained showing the date and time temperatures are checked, as well as the signature and title of the person logging the information.
- b. Dishwashing water temperatures shall be monitored three (3) times daily (at breakfast, lunch, and supper). Temperature logs shall be maintained showing the date and time temperatures are checked, as well as the signature and title of the person logging the information. [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".]
- c. Any temperature deemed to be out of acceptable ranges shall be reported for repairs/maintenance via the facility work order system ("Facility Wizard"). An "Unusual Occurrence Report" (UOR) (refer to YS Policy No. A.1.14) shall be completed and forwarded to the facility's Safety Officer and maintenance staff. A notation of steps taken to correct the problem shall also be noted in the temperature log.

If it is determined by maintenance that an estimate for repairs will be needed, a request for quotes will be obtained from vendors, followed by a request for services through the "Advanced Government Purchasing System" (AGPS), completed by designated facility staff pursuant to YS Policy No. A.3.7.

- d. Food temperatures shall be recorded during the cooking process (starting temperature), holding process (warmer temperature), and line process (line temperature). Pre-storage temperatures shall be recorded for all foods stored as leftovers and/or precooked for another meal. [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".]

5. Proper hand wash basins and toilet facilities shall be available for staff and youth assigned to kitchen areas.

H. Tool Control

Facility Directors, in collaboration with Food Service Managers, shall establish culinary tool safety and management pursuant to YS Policy No. C.2.14.

I. Flammables, Toxic, and Caustic Substances (FTCs)

Facility Directors shall ensure that the guidelines established in YS Policy No. C.2.15 are being adhered to at all times.

J. Pursuant to YS Policy No. A.2.15, state issued work clothing shall not be altered in appearance without the approval of the Facility Director. [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".] Uniforms are expected to be worn at all times while performing services for OJJ and shall consist of the following:

1. Shirts – Short Sleeve polo shirt (same color as the JJS facility staff) shall be comfortable and shall not be tight fitting. Shirt tails shall be tucked inside the pants (at all times) at the waistline. Shirts shall be worn with the collar open and top button unbuttoned.

Tee shirts that are worn and are visible under the uniform shirt shall be white or navy blue in color.

2. Pants – Navy blue uniform issue that shall not be tight fitting, but firmly fitted at the waist (no gathers), and neatly fitted at the heel. Pants shall not be tucked into shoes/socks at any time.
3. Female staff may wear appropriate maternity clothing in khaki or navy color as authorized by the Facility Director.
4. Belts – A black or brown leather belt shall be worn with uniform pants.
5. Socks/Pantyhose – Plain black or navy blue socks; plain black or navy blue pantyhose.
6. Shoes/Boots – Black, closed toe, skid resistant shoes/boots/sneakers.
7. Hair – Shall be clean, no longer than collar length, and a hairnet or baseball style cap shall be worn at all times. Hairstyles and hair color shall not be extreme.
8. ID card – Agency issued identification cards shall be worn at all times on the right side of the uniform short or jacket. No pins or stickers shall be attached to the ID card. ID cards shall only be used in the performance of official duties pursuant to YS Policy No. A.2.1 (b), Rule 4d.

Employees are expected to take proper precautions to prevent the loss or theft of the agency issued ID card.

K. Budgets, Purchase of Foods, Supplies and Cost Accounting

1. Food budget requirements shall be established within each facility prior to the beginning of the new fiscal year.
2. Cost accounting shall be designed and used to determine the cost per meal per youth and the estimation of Food Service budget requirements. The facility budget request shall include these needs.
3. Purchase of foods, supplies, and equipment shall be in compliance with all established YS policies and State and/or Federal rules and guidelines.
4. The Food Services Manager shall utilize the current physical inventory as well as any outstanding purchase order requests for the current Fiscal Year in order to determine food purchases needed on a quarterly basis.
5. The Food Services Manager shall consider special events and holidays when placing quarterly food purchase order requests, taking into account what is currently in the inventory or yet to be received.

L. Records/Documentation

1. Food Service Workers shall implement and maintain an accurate count of the number of meals served during each meal period on the "Food Production Record Form". [Refer to attachment C.6.1 (a) "OJJ HACCP Food Service Manual".]
2. For reporting purposes, the facility's operational youth capacity shall be used to determine food cost.
3. Physical inventories of purchased food, as well as U.S.D.A. commodities, shall be conducted on the last day of each month by the Food Service Manager of the kitchen, pantry, freezers and coolers.
4. A separate warehouse inventory shall be conducted of the freezers, coolers, dry storage and any other applicable areas by the Warehouse Manager and forwarded to the Food Services Manager by the last day of each month.
5. The Food Services Manager shall forward the physical inventory reports to the Food Services Director by the 10th of the following month.

VII. STAFF DEVELOPMENT:

- A. The Food Services Director shall coordinate with the Facility Director and the facility Staff Development Training Specialist to ensure that a minimum of 20 hours per year of training programs, as well as an “Annual Food Services Workshop” are provided and utilized by the Food Service Workers.
- B. All Food Service Workers and youth assigned to work in the dining hall shall be trained in the use of food service equipment and safety procedures to be followed in the dining hall. [Refer to attachment C.6.1 (a) “OJJ HACCP Food Service Manual”.]
- C. All training / workshops shall be documented and entered in the “Training Records Entry Completed” (TREC) database by the facility’s Staff Development Training Specialist.

VIII. QUALITY ASSURANCE:

- A. The Food Service Manager shall conduct and document monthly reviews of Food Service equipment and operations to ensure that the requirements of this policy are being met, and that all required documentation, forms and records are completed and filed.
- B. The Food Services Director shall conduct quarterly reviews using the “Food Services Inspection” tool to ensure the efficiency and effectiveness of Food Service operations at the secure care facilities. [Refer to attachment C.6.1 (a) “OJJ HACCP Food Service Manual” for issues relating to quality assurance.]

A report of findings by the Food Services Director shall be submitted to the Facility Director, appropriate Regional Director, Assistant Secretary, Program Manager 4, YS Safety Officer and the Chief of Operations by the 20th of the month following the quarterly review (October/January/April/July).

Previous Regulation/Policy Number: C.6.1

Previous Effective Date: 08/26/2014

Attachments/References: C.6 1 (a) OJJ Food Service Manual 04-09-15.doc

Record of Dish Machine Temperatures - A.xlsx

Temp Sanitizer Monitoring Form - B.xlsx Rec Temp Log - C.xlsx

Daily Refrigerator Freezer Temperature Log - D.docx

Thermometer Calibration Log - E.docx

FOOD PRODUCTION RECORD - F.docx

Daily Dining Hall Inspection - G April 2015.docx

Weekly Dining Hall Inspection - H April 2015.docx

Food Services QA Review - I April 2015.xls

OHC Employee Health Referral Form - J April 2015.doc